IN THE CLAIMS

Please amend the claims as follows:

1.   (Previously Presented) A method for execution by one or more processors, the method for providing travel services, the method comprising:

receiving by the one or more processors data for a plurality of travelers from a client system to insert into a traveler database having traveler information for the plurality of travelers;

associating by the one or more processors in the traveler database a subset of the plurality of travelers with a travel arranger;

receiving a request from the travel arranger for at least one travel service;

displaying a user interface providing the subset of the plurality of travelers associated with the travel arranger on a display coupled to the one or more processors;

receiving through the user interface a selection of a traveler from the subset of the plurality of travelers associated with the travel arranger;

requesting information regarding the at least one travel service from a Global Distribution System (GDS);

retrieving by the one or more processors traveler data for the selected traveler from the traveler database, wherein the traveler data includes at least a portion of the traveler information;

displaying the traveler data in conjunction with the information from the GDS;

deferring a task related to the travel request, the task associated with a skill group; and

querying a call management system to receive data indicating an availability of travel counselors, the travel counselors associated with one or more skill groups, wherein a travel counselor is available when the travel counselor is not processing a call;

upon determining that a number of available travel counselors within the skill group associated with the task is above a predetermined threshold, routing the task to a travel counselor within the skill group for further processing the task, wherein the predetermined threshold is set to insure that one or more travel counselors are available to answer incoming phone requests.

2. – 3. (Canceled)

4.   (Previously Presented) The method of claim 1 wherein routing the task includes determining that a travel related service has become available.

5.   (Canceled)

6.   (Original) The method of claim 1, wherein the at least one travel service includes an airline reservation service.

7.   (Original) The method of claim 1, wherein the at least one travel service includes a hotel reservation service.

8.   (Original) The method of claim 1, wherein the at least one travel service includes a rental car reservation service.

9.   (Original) The method of claim 1, wherein the at least one travel service includes a train reservation service.

10.   (Original) The method of claim 1, wherein the at least one travel service includes a limousine reservation service.

11.   (Original) The method of claim 1, wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary.

12.   (Previously Presented) The method of claim 1, wherein retrieving traveler data from the traveler database includes retrieving data regarding a first traveler's itinerary and further comprising copying the data regarding the first traveler's itinerary into a second traveler's itinerary.

13.   (Previously Presented) The method of claim 1, further comprising:

retrieving corporate travel data, said data including at least one travel policy;

determining one or more valid travel service options from the information from the GDS in accordance with the at least one travel policy; and

limiting display to the one or more valid travel service options.

14.   (Previously Presented) A computerized traveler service system comprising:

a travel services component capable of being communicably coupled to at least one Global Distribution System (GDS);

a database management system operably coupled to the travel services component;

a client database maintained by the database management system and having client information; and

a traveler database maintained by the database management system and having traveler information and an association of a subset of a plurality of travelers with a travel arranger;

a call management system operative to forward route calls to travel counselors using the travel services component and to maintain data indicating an availability of the travel counselors, the travel counselors associated with one or more skill groups, wherein a travel counselor is available when the travel counselor is not processing a call;

a deferred task component operable to maintain one or more deferred tasks, the deferred tasks associated with one or more skill groups, wherein the deferred task component is operable to:

query the call management system to receive the data indicating the availability of travel counselors,

determine the number available travel counselors associated with the skill group for a deferred task of the one or more deferred task, and

route the deferred task to an available travel counselor associated with the skill group upon determining that the number of available travel counselors associated with the skill group is greater than a predetermined threshold, the predetermined threshold set to insure that one or more travel counselors are available to answer incoming phone requests;

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a user interface operable to provide the first subset of the plurality of travelers associated with the travel arranger upon identification of the travel arranger and to receive a selection of a traveler from the subset of the plurality of travelers associated with the travel arranger;

wherein the computerized travel service system receives data from a client system to insert into the client database and further wherein the travel services component presents graphical user interface (GUI) elements selected from the at least one GDS and the traveler database in response to a request.

15.   (Original) The computerized system of claim 14, wherein the at least one GDS includes the Sabre system.

16.   (Original) The computerized system of claim 14, wherein the at least one GDS includes the Galileo system.

17.   (Original) The computerized system of claim 14, wherein the at least one GDS includes the Amadeus system.

18.   (Original) The computerized system of claim 14, wherein the at least one GDS includes the Worldspan system.

19.   (Original) The computerized system of claim 14, wherein the at least one GDS includes an airline reservation system.

20.   (Original) The method of claim 14, wherein the at least one GDS includes a hotel reservation service.

21.   (Original) The computerized system of claim 14, wherein the at least one GDS includes a rental car reservation system.

22.   (Original) The computerized system of claim 14, wherein the at least one GDS includes a train reservation system.

23.   (Original) The computerized system of claim 14, wherein the at least one GDS includes a limousine reservation system.

24.   (Canceled)

25.   (Previously Presented) A computer-readable medium having computer-executable instructions stored thereon for performing a method for providing travel services, the method comprising:

receiving data for a plurality of travelers from a client system to insert into a traveler database having traveler information for the plurality of travelers;

associating in the traveler database a subset of the plurality of travelers with a travel arranger;

receiving a request from the travel arranger for at least one travel service;

displaying a user interface providing the subset of the plurality of travelers associated with the travel arranger;

receiving through the user interface a selection of a traveler from the subset of the plurality of travelers associated with the travel arranger;

requesting information regarding the at least one travel service from a Global Distribution System (GDS);

retrieving traveler data for the selected traveler from the traveler database, wherein the traveler data includes at least a portion of the traveler information;

displaying the traveler data in conjunction with the information from the GDS;

deferring a task related to the travel request, the task associated with a skill group; and

querying a call management system to receive data indicating an availability of travel counselors, the travel counselors associated with one or more skill groups, wherein a travel counselor is available when the travel counselor is not processing a call;

upon determining that a number of available travel counselors within the skill group associated with the task is above a predetermined threshold, routing the task to a travel counselor within the skill group for further processing the task, wherein the predetermined threshold is set to insure that one or more travel counselors are available to answer incoming phone requests.

26.-27.   (Canceled)

28.   (Previously Presented) The computer-readable medium of claim 25, wherein routing the task includes determining that a travel related service has become available.

29.   (Canceled)

30.   (Original) The computer-readable medium of claim 25, wherein the at least one travel service includes an airline reservation service.

31.   (Original) The computer-readable medium of claim 25, wherein the at least one travel service includes a hotel reservation service.

32.   (Original) The computer-readable medium of claim 25, wherein the at least one travel service includes a rental car reservation service.

33.   (Original) The computer-readable medium of claim 25, wherein the at least one travel service includes a train reservation service.

34.   (Original) The computer-readable medium of claim 25, wherein the at least one travel service includes a limousine reservation service.

35.   (Original) The computer-readable medium of claim 25, wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary.

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36.   (Previously Presented) The computer-readable medium of claim 25, wherein retrieving traveler data from the traveler database includes retrieving data regarding a first traveler's itinerary and further comprising copying the data regarding the first traveler's itinerary into a second traveler's itinerary.

37.   (Currently Amended) The computer-readable medium of claim 25, wherein the method further comprises:

    retrieving a traveler type of a plurality of traveler types :

    retrieving corporate travel data, said data including at least one travel policy, the travel policy associated with one or more of the plurality of traveler types;

    determining one or more valid travel service options from the information from the GDS in accordance with the at least one travel policy and the traveler type; and

    limiting display to the one or more valid travel service options.

38.   (Previously Presented) The method of claim 1, and further comprising:

    retrieving details from a previous travel order for a traveler; and

    copying at least a portion of the details from the previous travel order to a user interface for a current travel order for the traveler.

39.   (Previously Presented) The method of claim 1, and further comprising:

    querying one or more database to identify unused travel documents; and

    presenting data regarding the unused travel documents on a report.

40.   (Previously Presented) The method of claim 1, and further comprising:

    storing a plurality of payment accounts for a traveler, each of the plurality of payment accounts associated with a mode of travel; and

    selecting a payment account from the plurality of payment accounts in accordance with a mode of travel for a current travel order.

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41.   (Previously Presented) The system of claim 14, wherein the user interface is further operable to:

retrieve details from a previous travel order; and

copy at least a portion of the details from the previous travel order to a user interface for a current travel order.

42.   (Previously Presented) The system of claim 14, and further comprising a report generator to:

query one or more database to identify unused travel documents; and

present data regarding the unused travel documents on a report.

43.   (Previously Presented) The computer-readable medium of claim 25, wherein the instructions further comprise:

querying one or more database to identify unused travel documents; and

presenting data regarding the unused travel documents on a report.

44.   (Previously Presented) The computer-readable medium of claim 25, wherein the instructions further comprise:

storing a plurality of payment accounts for a traveler, each of the plurality of payment accounts associated with a mode of travel; and

selecting a payment account from the plurality of payment accounts in accordance with a mode of travel for a current travel order.